

## Case Study – Itica Technical Capabilities

Itica Technical Services are offered to Clients to minimise the investment they have to make and lower the risk profile. This is possible by contracting for a flexible call off arrangement rather than a fixed term full-time contract assignment usually associated with IT skills provision.

### Benefits Delivered

- > Flexible delivery schedule
- > Access to skills not available in house
- > Breadth of skills to advise on related areas than initially engaged

## Technical Capabilities

Itica Technical Services can provide a range of technical infrastructure skills to Clients. These can be used to supplement existing resource by providing particular expertise.

The skills have been provided to a number of Itica Clients, examples of typical assignments are shown below.

### Skills Available

- > Servers – Windows, SQL, Exchange, Citrix, VMWare
- > Networking – Cisco Routers, Switches
- > Desktop – Image Builds, Deployment

## Software license review prior to software acquisition

Our Client was in the early stages of designing a technology refresh with their managed service partner and needed to accurately budget for replacement software licensing on server and workstation IT estate.

Itica assisted with technical services to audit usage and produce a recommended purchase strategy, minimising the Client's risk of non-compliance and over licensing.

### Benefits Delivered

- > Identify gaps in current licensing
- > Identify over licensed products
- > Optimise licensing programme selection and number of licenses
- > Eliminate non-compliant software

## Call Centre Enhancements

The Client operates a call centre environment based on Cisco IP Telephony and Arc Call Connect technology. Due to their growing business a number of configuration changes and new facilities were required. They engaged Itica Technical Services to implement the required changes because they did not have the skills in-house.

### Enhancements Delivered

- > Routing of calls from PSTN into the ARC call centre solution
- > New call centre queues with specific greetings and in-queue messaging
- > Night service and holiday announcements
- > Control over call distribution amongst available agents
- > Visibility of queuing calls on wallboards and supervisor stations
- > Facility to provide their clients with reporting on calls answered, abandoned, waiting time.

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## Interim infrastructure

Our Client had successfully won a tender to renew one of their existing contracts. One of the key requirements from the Client's Customer was that the application software must be refreshed immediately upon renewal.

The Client was in the process of refreshing their complete infrastructure and this would not be available in the timescales required by the Customer. Itica Technical Services were engaged to select, source and implement an interim solution until the service could be transitioned to the Client's new infrastructure.

Options for the sourcing of the required specification were prepared:

- > Co-location
- > Dedicated servers
- > New equipment purchase and for the Client to host themselves

Itica analysed the risks associated with each option and provided budgetary pricing together with a recommended approach to the Client.

The Client accepted the recommendation and Itica delivered the following services:

- > Project management of the software vendor and managed service providers to deliver an interim service chain from Desktop through to the centralised data centre service
- > Technologies deployed: Wintel desktops, Cisco routers, firewalls and switches, VPN over xDSL, Citrix Presentation Server, SQL 2005, Windows 2003R2 on a hosted infrastructure
- > Handover of the solution to the Client's managed service supplier for ongoing support

### Key Considerations

- > A different line of business application required Itica to understand the infrastructure requirements
- > Establish how to migrate the data from the legacy application
- > Definition of the specifications for Server, LAN, WAN and Workstations

### Benefits to the Client

- > The Client was able to meet the required service commencement date with refreshed IT
- > The Client demonstrated their ability to deliver a new line of business application in an agile manner
- > A model for an interim deployment was developed

## Skills available

The skills available through Itica Technical Services cover Windows Server, SQL Server Database Administration, Exchange Design, Implementation and Administration, Network configuration, Clustering and Virtualisation.

